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Air Resources Board

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MEMORANDUM

TO: All Managers and Supervisors

FROM: Cindy Francisco
Safety Coordinator

DATE: September 21, 2001

SUBJECT: SAFETY MEETING IDEAS -- OCTOBER 2001

Suggested issues to discuss during your next meeting are:

1. How Has Security Changed at the Airports?

Southwest Airlines has issued information about what travelers on their airline should expect with all the new security:

- **No Curbside (Skycap) Check-in.**

Although we have extra personnel available at our ticket counters to assist with your baggage, no curbside checking of baggage will be allowed. Wheelchair assistance from curbside will continue to be provided as has been done historically.

- **Checked Baggage is Subject to Search by Airline Personnel**

Under certain circumstances, it may be required that our personnel inspect the contents of your checked baggage. This will be done in your presence, and will be handled in as discreet a manner as possible. We apologize for any inconvenience may create, but trust you understand the importance of abiding by our security regulations.

- **Only Ticketed Customers Allowed Beyond the Security Checkpoint.**

Each Customer traveling will need to possess and present one of the following in order to proceed beyond the security checkpoint area:

- A. Any Southwest Airlines ticket issued at a Southwest ticket counter.
- B. Any Travel Agency issued ticket.
- C. Any Internet issued Ticketless confirmation.
- D. Any Southwest Airlines issued Ticketless confirmation.
- E. Any Travel Agency issued Ticketless confirmation.
- F. Any photocopy or facsimile copy of a Southwest Ticketless confirmation.
- G. Any Rapid Rewards Certificate*

In addition, unticketed customers who have a specific need (escorting/meeting unaccompanied children; assisting customers with disabilities; etc.) will be

The energy challenge facing California is real. Every Californian needs to take immediate action to reduce energy consumption. For a list of simple ways you can reduce demand and cut your energy costs, see our Website: <http://www.arb.ca.gov>.

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allowed beyond the security checkpoint provided they have obtained proper approval from Southwest Airlines ticket counter personnel.

* - All Companion Pass holders will need to have tickets issued at the Ticket Counter prior to being allowed through the security checkpoint.

- **No Knives of any Type are Allowed Beyond Security Checkpoint**
Knives of any/all types and sizes are strictly prohibited beyond the security checkpoint.
- **All Customers Are Subject to Physical Search at the Security Checkpoint**
Random physical searches of Customers, either through use of "wands" or "pat down" methods at the security checkpoint, will be ongoing.
- **No Cargo or Mail Shipments Will be Accepted Until Further Notice**
All cargo and mail shipments have been suspended until further notice. Customers wishing to ship items via cargo may wish to check with a direct cargo provider.

2. Managing & Reducing Stress

Stress is an everyday fact of life. When you have too much stress, or it lasts too long, it can be harmful. At work, unmanaged stress can lead to illness or injury, low productivity, and unsafe acts. But not all stress is bad. The best level of stress is that amount which improves a person's performance without causing harmful side affects.

According to the State Compensation Insurance Fund, you can manage stress and make it a more positive force in your life when you identify your stressors, understand them, and take charge of the stress by relieving or preventing it. Using alcohol or drugs will not help you manage your stressors. In some cases, it can add to your stress. In any stressful situation, you have choices. You can:

Accept it - Some things are out of your control and all you can do is accept them and learn from them. Seek helpful advice or support from friends or coworkers.

Avoid it - Stay away from recurring situations or sources of constant frustration.

Remove yourself from the situation or rearrange your surroundings. For time related stress, plan ahead.

Alter it - Communicate your feelings to your employer or supervisor. Change your feelings or ask someone else to change their behavior. Ask for help with your job or take advantage of your company's Employee Assistance Program.

Adapt to it - Learn to cope with the situation or look at it as an opportunity. Focus on the positive things in your life. Try to make time for the activities you enjoy. Maintain a healthy lifestyle including exercise, meditation, and a balanced diet.

It is important for employers, supervisors, loss control personnel, and workers to recognize stressful jobs, situations, and signs of stress in themselves or in their coworkers before accidents, injuries, or violent incidences occur.

3. Stalkers

A stalker is someone who obsessively pursues another. It's a terrible thing to happen to someone, read the attached page to see what you can do to prevent stalking and how you can help someone who is a victim of a stalker.

Document your meeting by using Form HS-1 "Safety Meeting Report" which I have attached for your convenience. This can also be used, if you choose, to route the information to each employee. This record should be kept in your files for one year.

What You Can Do to Protect Your Employees from Stalkers

A stalker is someone who obsessively pursues another. This can be a terrifying experience. Here's what you can do to make sure that a stalker doesn't target someone in your workplace.

KNOW THE LAW

The law considers it stalking if, after a victim has warned the person to stop, he or she repeatedly:

- *appears in the presence of the victim.*
- *follows the victim.*
- *talks to the victim.*
- *communicates by telephone or letters.*
- *sends flowers, candy or anything else to the victim.*



MAKE THE CLIMATE UNFAVORABLE TO STALKERS

- *Take security measures to limit entry by strangers into the building.*
- *Act immediately on all complaints of sexual harassment, which can lead to stalking.*
- *Establish a zero-tolerance policy for sexual harassment and stalking by employees.*
- *Work with law enforcement to establish guidelines for responding to stalking incidents.*

WHAT TO DO IF AN EMPLOYEE IS BEING STALKED

- *Provide protection (security) to the employee.*
- *Notify the local police department.*
- *Provide photographs or descriptions of the stalker to the police, receptionists, security people and other relevant personnel.*
- *Place and use security cameras at entrances to the employee's work area.*
- *Place silent alarms or alarm buttons at the employee's work station.*
- *Change the employee's work schedule or work station location to confuse the stalker.*
- *Provide security for the employee going to and from the worksite.*

TAKE LEGAL ACTION

Seek a restraining order against the stalker and work closely with law enforcement to ensure that the restraining order is enforced.

